

## **Interview framework**

All interviews will start with an exploration of the individual's role and the relevance of human rights to their specific context.

Interviews will end with interviewees being invited to share their thoughts on any barriers to the promotion and protection of human rights of older people receiving homecare and methods of overcoming these.

Interviews will include questions around:

- any challenges that may arise when operating in a rural context;
- the extent to which human rights that may be at risk when older people receive home care;
- training and support to support incorporation of human rights.

The following areas will be covered, with particular emphasis dependant on the role of the interviewee:

### Commissioning

The incorporation of older people's human rights in:

- commissioning strategy for home care;
- service specifications;
- contracts;
- contract monitoring systems;
- scrutiny and reporting;
- information/advice given to providers.

### Personalisation

The impact of personalisation on promotion and protection of human rights of older people.

### Assessments

The incorporation of older people's human rights in the needs assessment framework and how this works in practice.

### Information, advice and support for people seeking home care

- Availability of support e.g. advocacy or communication support.
- Information and advice offered to people seeking home care (including self funders).
- Complaints systems and how they operate, covering complaints against the authority as well as homecare providers.

### Regulation

The effectiveness/extent of current approaches and how these may be improved.